



Refund Policy

Document Number: 8.34P

Purpose of this Policy

The Policy informs clients and customers of Carexcell as to how they can request a refund. The Policy also governs how Carexcell will determine the refund payable.

Scope of this Policy

This policy applies to all sales made by Carexcell.

Policy Details

General	<p>Carexcell offer a refund within 30 days of payment of services or purchase of product provided the eligibility criteria are met.</p> <p>Carexcell, using technology, has the ability to track services that have been provided and product delivery.</p>
Eligibility Criteria	<p>Services not Provided / Product not Received. The following criteria must be met for a refund:</p> <ol style="list-style-type: none">1. You must have proof of payment, and2. The services paid for were not rendered, or3. The product paid for was not received. <p>Carexcell may require evidence to support the claim that services were not rendered/product not received.</p> <p>Change of Mind If you have received a product and have changed your mind the product must be:</p> <ol style="list-style-type: none">1. Have proof of payment, and2. Unused and in the same condition that you received it, and3. In the original packaging (unopened). <p>Carexcell will not pay for postage for returns or refund the original cost of postage.</p> <p>Faulty Equipment Carexcell will support clients to have faulty equipment repaired or exchanged under manufacturer's warranty.</p>
Approval / Declining a Refund	<p>Carexcell will approve refunds that meet the eligibility criteria.</p> <p>Carexcell will decline a refund in instances in which Carexcell can demonstrate that the services paid for have been rendered, products were received by the client and not in original condition.</p>
How to Request a Refund	<p>Clients and customers can contact Carexcell via:</p>

<p>(CONTACT INFORMATION)</p>	<p>POST Carexcell Suite 6, 151-153 Peats Ferry Rd Hornsby NSW Australia 2077</p> <p>EMAIL admin@carexcell.com.au</p> <p>PHONE 02 9947 9440</p>
<p>Complaints and Feedback</p>	<p>If you have a complaint regarding a service or product received you can contact Carexcell on the above details.</p>